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PUBLIC UTILITIES COMMISSION
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December 30, 2003

CAD Bulletin No. 2003-07

TO: All Eligible Telecommunications Carriers
FROM: Betty Bero, Consumer Assistance Division
SUBJECT: Lifeline/Link Up Annual Outreach Report

This bulletin is a reminder that your annual Lifeline/LinkUp outreach report for 2003 is due to the Commission. In addition to the outreach report, we are requesting additional information relating to your verification efforts. This information will assist us with streamlining the verification process for the 2004 program year.

Chapter 294, Lifeline and LinkUp Service Programs, became effective March 8, 1999. Under this Rule, eligible telecommunications carriers (ETCs) are accountable for the effectiveness of their efforts to increase awareness of Lifeline and LinkUp service.

Section 7(B) requires that an ETC at least annually provide a summary of their outreach efforts to the Commission and that the Director of the Consumer Assistance Division will review the outreach efforts to ensure that qualifying low-income customers in an ETC's service area are made sufficiently aware of the Lifeline and LinkUp programs. This section also requires that ETCs provide the appropriate social service agencies and the Commission with an index of central office codes within their service territory and a single contact person for Lifeline and LinkUp issues. In addition to these outreach efforts, each customer must be informed of the program at the time that the customer requests service and each customer must receive notification of the program and its guidelines at least once per year by mail.

Please provide the following outreach information:

- A written summary of your outreach efforts during 2003. Please include copies of any written materials used for your outreach efforts. Please include who was targeted for receipt of the materials as well as the dates and the manner by which the written materials were provided.



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- Copies of your yearly mailings, the dates the mailings were sent, and whether the mailing was a bill enclosure or a separate mailing.
- A current index of central office codes within your service territory.
- The name, telephone number, and e-mail address for your contact person for Lifeline and LinkUp issues.

In addition to outreach efforts, the Lifeline Rule requires that each carrier annually generate a list of its Lifeline and LinkUp customers and submit that list to the Department of Human Services (DHS) for eligibility verification. Community Action Program (CAP) agencies may also perform verifications. Please provide the following information along with your outreach report concerning your verification process:

- Do you submit the list to the DHS, CAP agencies, or both?
- When do you submit your list for verification?
- What instructions are included with the verification list?
- During what month do you receive a response from the agencies performing the verifications?
- During what month are customers notified they will be removed from the program?
- How much advance notice is provided to customers that they will be removed from the Lifeline and/or LinkUp programs?
- Do you accept an oral declaration of eligibility for the Lifeline/LinkUp Programs from a customer?
- Do you verify an oral declaration by the customer with DHS or a CAP agency before continuing the customer on the program?

Please send the information to:

Betty Bero
Senior Consumer Assistance Specialist
Maine Public Utilities Commission
Consumer Assistance Division
18 State House Station
Augusta, ME 04333-0018

This information must be provided by January 1 of each year. However, in light of the additional information we are requesting, please submit the information by January 14, 2004.

If you have any questions regarding the Lifeline and Link Up programs, please contact me at: Maine Public Utilities Commission, Consumer Assistance Division, (207) 287-1399 or (800) 452-4699. You can also reach me by E-mail: betty.bero@maine.gov or Fax: (207) 287-1039

View the Maine Public Utilities Home page at: <http://www.state.me.us/mpuc/>